

<b>Pharmacy Key Contacts</b> <b>Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday–Friday</b>		
<b>Topic</b>	<b>Contact</b>	<b>Information Available</b>
<b>Claims (Medicaid)</b>	Claims Processing Unit P.O. Box 8000 Helena, MT 59604  <b>Phone:</b> (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> <li>• Send paper claims to this address.</li> <li>• Call for answers to claims questions.</li> </ul>
<b>Client Eligibility</b>		<ul style="list-style-type: none"> <li>• See <i>Eligibility</i> in the <i>Key Contacts</i>.</li> </ul>
<b>Medicaid Clinical Questions</b>	Dave Campana, R.Ph. Medicaid Pharmacist Medicaid Services Bureau 1400 Broadway P.O. Box 202951 Helena, MT 59620-2951  <b>Phone:</b> (406) 444-5951 <b>Fax:</b> (406) 444-1861 <b>E-Mail:</b> <a href="mailto:dcampana@mt.gov">dcampana@mt.gov</a>	
<b>Point of Sale (POS) Help Desk</b>	ACS Atlanta Technical POS Help Desk  <b>Phone:</b> (800) 365-4944	<ul style="list-style-type: none"> <li>• For assistance with online POS claim adjudication.</li> <li>• Hours are 6:00 a.m.–midnight, Monday–Saturday; 10:00 a.m.–9:00 p.m., Sunday (Eastern Time)</li> </ul>
<b>Policy Questions</b>	Amy Holodnick Medicaid Services Bureau 1400 Broadway P.O. Box 202951 Helena, MT 59620-2951  <b>Phone:</b> (406) 444-2738 In- and out-of-state <b>Fax:</b> (406) 444-1861 <b>E-Mail:</b> <a href="mailto:aholodnick@mt.gov">aholodnick@mt.gov</a>	<ul style="list-style-type: none"> <li>• See also <i>Policy Questions</i> in <i>Key Contacts</i>.</li> </ul>

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<b>Prior Authorization</b>	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602  <b>Phone:</b> (800) 395-7961 In- and out-of-state (406) 443-6002 Helena  <b>Fax:</b> (800) 294-1350 In-state (406) 513-1928 Fax	See also <i>Prior Authorization/Prescription Drugs</i> in <i>Key Contacts</i> .
<b>Provider Enrollment</b>	Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604  <b>Phone:</b> (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> <li>• Call to enroll as a Montana Medicaid provider.</li> <li>• Enrollment materials are available on this website; see <i>Forms</i> and <i>FAQs</i>.</li> </ul>
<b>Provider Relations</b>	Provider Relations Unit P.O. Box 4936 Helena, MT 59604  <b>Phone:</b> (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> <li>• For questions about claims, EDI, eligibility, payments, and denials, or to request billing instructions, call or write.</li> <li>• Billing instructions, manuals, forms, and fee schedules are also available on this website. See <i>Manuals</i> and <i>Fee Schedules</i>.</li> </ul>
<b>Third Party Liability</b>	Third Party Liability Unit P.O. Box 5838 Helena, MT 59604  <b>Phone:</b> (800) 624-3958 In- and out-of-state (406) 442-1837 Helena  <b>Fax:</b> (406) 442-0357	<ul style="list-style-type: none"> <li>• For answers to questions about private insurance, Medicare or other third party liability.</li> </ul>